

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**BENEFITS SPECIALIST
HUMAN RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of clerical-administrative work to administer City employee benefits programs and activities. Reports to the Benefits Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class assists a department in carrying out employee benefits programs and activities by performing a variety of clerical-administrative functions. Work includes explaining benefits packages to new City employees and signing them up for various services. Employee is responsible for preparing and processing applications and forms, serving as liaison between employees and other agencies, explaining procedures to employees, and reviewing and authorizing payment of various claims. Work is characterized by its variety, complexity and confidential nature, requiring considerable organizational and analytical ability. Employee is responsible for supervising clerical employees. Employee must exercise independent judgment, discretion, and initiative in completing assignments and handling difficult public contact situations requiring considerable tact and knowledge of applicable policies, procedures, and programs. Work is performed under general supervision of the Benefits Manager and is evaluated for proper application of policies and procedures and for quality and completeness of reports and recommendations.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Serves as liaison between employees, insurance companies and health care providers.; verifies insurance coverage and retire benefits with outside organizations on the employees' behalf.

Provides City employees with a variety of information regarding insurance, retirement, and other fringe benefits programs.

Prepares and processes a wide variety of applications, forms, reports, and records regarding employees' fringe benefits (insurance, employment records, births, deaths, termination, etc.).

Compiles statistical data for various reports and studies.

Explains fringe benefits packages and enrolls employees in benefits programs.

Processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs which requires use of a variety of complicated formats for preparing correspondence, reports and manuscripts. Work includes responsibility for accuracy of spelling, punctuation, format and grammar.

BENEFITS SPECIALIST

Receives telephone calls and visitors; gives out detailed information regarding department activities and programs; refers calls or visitors to appropriate City officials.

Coordinates and attends a variety of meetings with City officials, employees, and representatives of other organizations.

Researches and calculates information for IRS testing and tax filing.

Notarizes documents.

Calculates and authorizes payment of a variety of employee benefits.

Maintains up-to-date knowledge of federal, state and local laws governing employee benefits.

Provides input on division budget.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the organization and function of fringe benefits.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

General knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

General knowledge of the principles and practices of modern office management including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs.

Skill in the operation of a typewriter or computer driven data entry equipment.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and City policies and procedures, and to solve problems and answer questions.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to communicate effectively in oral and written form.

Ability to speak before large groups of people.

Ability to exercise considerable tact with City officials, employees, and members of the general public when discussing issues of a sensitive nature.

BENEFITS SPECIALIST

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in human relations or a related field and 1 to 2 years of related experience, and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Certification as a Notary Public by the North Carolina Department of the Secretary of State.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 15, Non-Exempt